ABSTRACT

A defect management system and method includes a centralized database operatively connected to operator, troubleshooter, reworker and inspector workstations via a network. A defect information management application program is installed on the workstations and generates graphical user interfaces that permits the operator, troubleshooter, reworker, and inspectors to log and coordinate defect information. Modules being manufactured may exhibit symptoms of a defect. The symptom and symptom category are logged into the database by the operator. A troubleshooter reviews the logged symptom information to aid in the diagnosis and entry of defect category and defect information. The symptom and defect information are associated with various processes and process steps to accurately track defect module information. A reworker reviews the logged symptom and defect information to determine appropriate repairs. Repair action categories and repair actions are then logged by the reworker. An inspector reviews the logged symptom, defect and repair action information to provide feedback on whether the repair was successful.